

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SARA E. WOLFORD	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2011-00413
	)	
KENTUCKY-AMERICAN WATER COMPANY	)	
	)	
DEFENDANT	)	

ORDER

On October 6, 2011, Ms. Sarah E. Wolford (“Complainant”) filed a formal complaint against Kentucky-American Water, alleging that her water bill for the period of August 2, 2011 to August 30, 2011 “was excessively high.”<sup>1</sup> On October 21, 2011, the Commission entered an Order for Kentucky-American Water Company (“Respondent”) to satisfy the matters complained of or file a written answer to the complaint. On November 4, 2011, the Respondent filed its Answer and Motion to Dismiss. The Respondent requested that the Commission dismiss the complaint and lift the stay on disconnection.

On January 13, 2012, Commission staff retrieved the Complainant’s water meter from the Respondent’s offices. Staff tested the meter on January 31, 2012, at the

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<sup>1</sup> Case No. 2011-00413, *Sara E. Wolford v. Kentucky-American Water Company*, Formal Complaint, at 3, filed with the Public Service Commission on October 6, 2011.

Commission's Meter Standards Laboratory in Frankfort, Kentucky. Tests indicated the meter was within accuracy guidelines as established by Commission regulations.

On April 9, 2012, the Commission entered an Order requiring the Complainant, within 20 days of the date of the Order, to inform the Commission in writing whether the Complainant (1) wished to withdraw the Complaint; (2) wished to have this matter submitted for decision based upon the existing record; or (3) requested a hearing in this matter. On April 30, 2012, the Commission received from Complainant a written request for a hearing.

IT IS THEREFORE ORDERED THAT:

1. A formal hearing in this matter shall be held on June 5, at 10:00 a.m., Eastern Daylight Time, in Hearing Room 1 of the Commission's offices at 211 Sower Boulevard, Frankfort, Kentucky 40602, and continuing until completed.

2. By June 4, 2012, each party shall file an original and eight copies of the following with the Commission and serve a copy upon all parties of record:

a. List of the names and addresses of all witnesses that it intends to call to testify at the formal hearing.

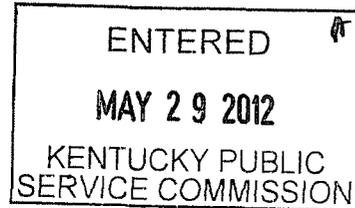
b. A summary of the expected testimony of each witness.

c. A copy of all documents and exhibits that it intends to introduce into evidence at the scheduled hearing.

3. As the Complainant bears the burden of proof in this matter, her failure to appear at the formal hearing and to present proof in support of her Complaint may result in the dismissal of her complaint with prejudice.

4. Failure of the Respondent to appear at the formal hearing may result in the entry of an Order granting the Complainants' request relief.

By the Commission



ATTEST:

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